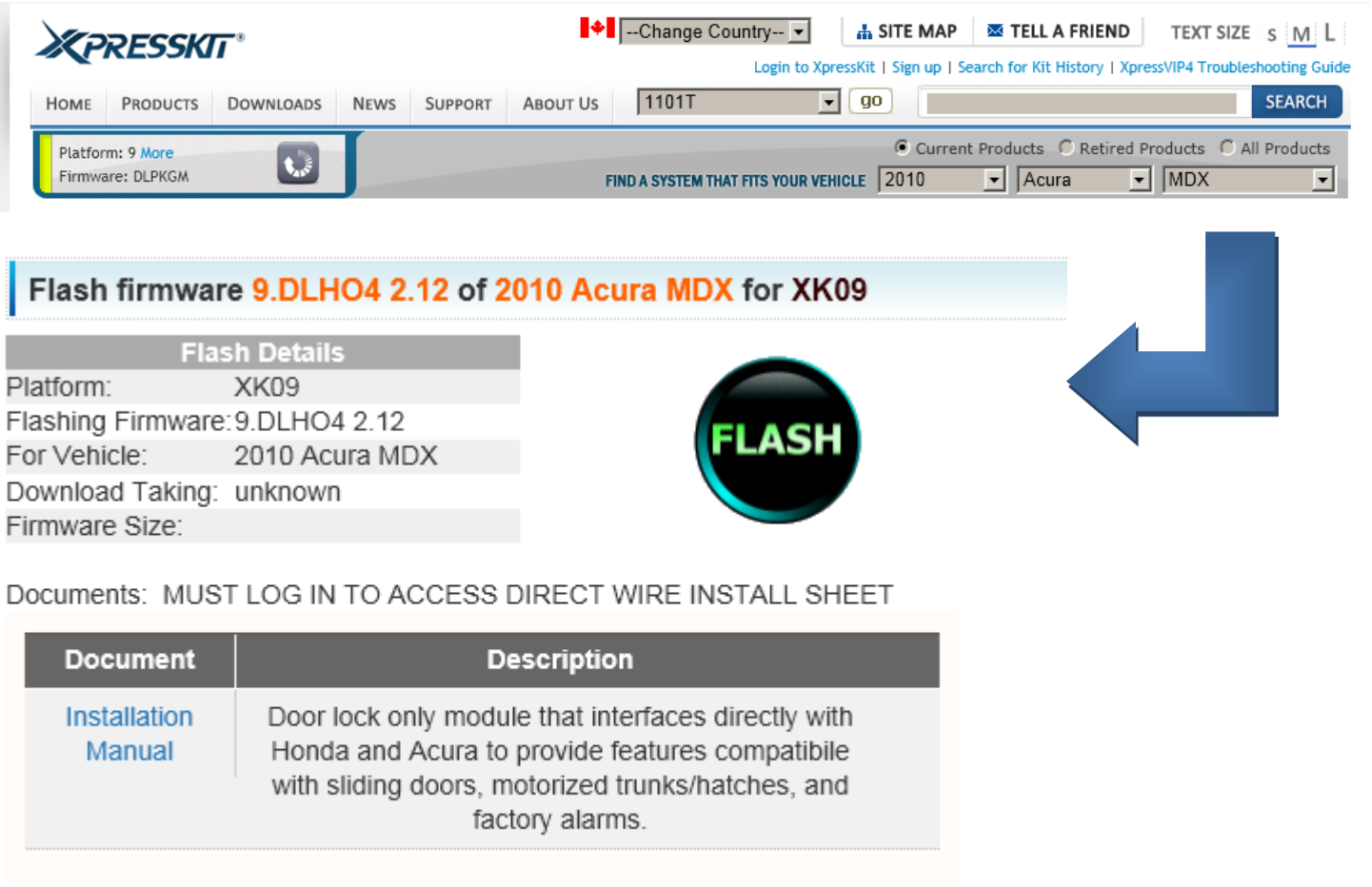

The XpressVIP 4.3 (Vehicle Interface Program) application is used to:

- Detect the firmware you already have installed on your computer and offer a list of available updates.
- Search the vehicle database and offer a list of solutions available for that particular vehicle.
- Install and flash firmware onto your hardware.

This guide is specifically designed the help you troubleshoot issues you may encounter while installing one or both versions of the XpressVIP4.3 application. Issues may be related to a miscommunication between devices or with the Internet, a software programming error, and/or a hardware malfunction.

⚠ It is assumed that XpressVIP4.3 is already installed on the computer. Refer to the Quick Start Guide (UG0001), if you need more information.

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What can you find in this guide?

Minimum hardware and software requirements 3
Troubleshooting your system 4
Frequently Asked Questions 13
Contacting our Technical and Customer Service 14

Minimum hardware and software requirements

XKLOADER**2** is required to detect DB-ALL and CANMAX400. For older modules XKLOADER**1** is sufficient

The following operating systems are supported:

- Windows 2000 32-bits and 64-bits.
- Windows XP 32-bits and 64-bits.
- Windows Vista 32-bits and 64-bits.
- Windows 7 32-bits and 64-bits.

The following browser is supported:

- Internet Explorer 6,7,8,9 (Regular 32bit, **Internet Explorer 64bit is not supported**). Note Internet Explorer 32bit will work even if you have a 64bit operating system

The recommended basic hardware requirements to run XpressVIP4.3 are:

- Processor: Pentium III 1 GHz or higher.
- RAM: at least 1 GB.

⚠ XpressVIP4.3 Live requires .NET Framework 4.0 or later to be installed on your computer. This will be installed automatically during the XpressVIP4.3 installation.

Troubleshooting your system

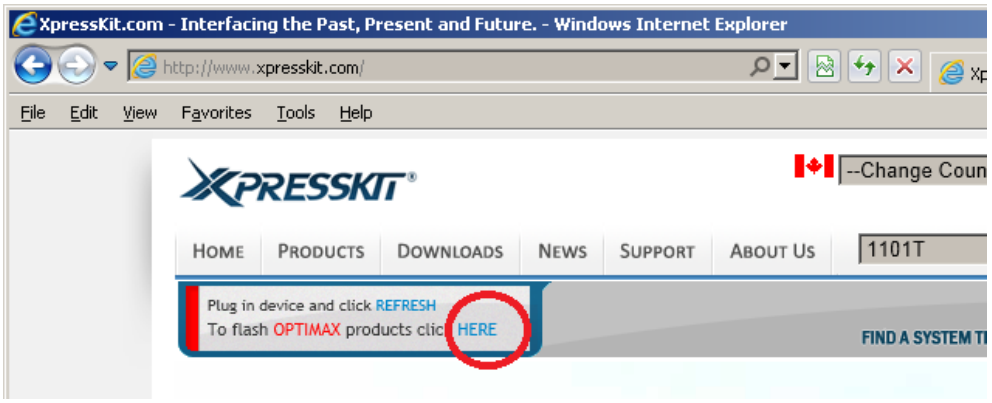
Problem: I have a module which does not detect:

Try this solution:

If your module is one of the following:

DLPK, DLPKGM, KIBMW, KILRV, PKALL, CHALL, 9252 or CHRSALL

Then it is an **Optimax** product and you need to click “To Flash OPTIMAX products click HERE”


XpressKit.com - Interfacing the Past, Present and Future. - Windows Internet Explorer
http://www.xpresskit.com/
File Edit View Favorites Tools Help
XPRESSKIT
--Change Coun
HOME PRODUCTS DOWNLOADS NEWS SUPPORT ABOUT US
1101T
Plug in device and click REFRESH
To flash OPTIMAX products clic HERE
FIND A SYSTEM T

Try this other solution:

If your module is one of the following:

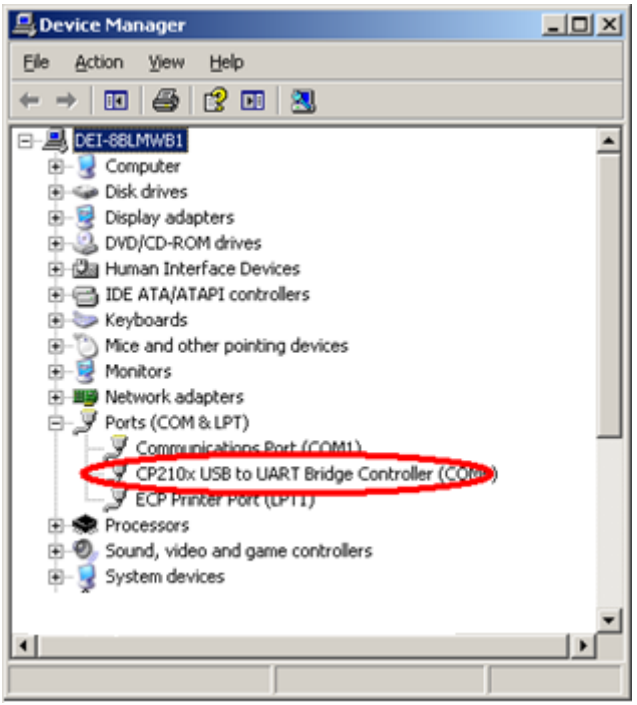
DB-ALL, CANMAX400

Then you need to have an **XKLOADER2**. See on the right how to tell if it is an XKLOADER2

Problem: I have a module which does not detect (continued):

Try this other solution:

1. Click **Start**.
2. Click **Run** and in the popup window type: **devmgmt.msc**.
3. Expand **Ports (COM & LPT)**.
4. Expand **Universal Serial Bus Controllers**.
5. XKLOADER is connected and functioning if the following instance exist:
    a. Ports (COM & LPT) – CP210x USB to UART Bridge Controller (COM).
    b.
6. If a yellow exclamation mark exists on the icon then right-click on it and do update driver
7. If the entry does not exist then verify that your xkloader is connected or try to plug to another USB port



Problem: The www.xpresskit.com website still shows the install link even if I installed XpressVIP4.3:

Try this solution:

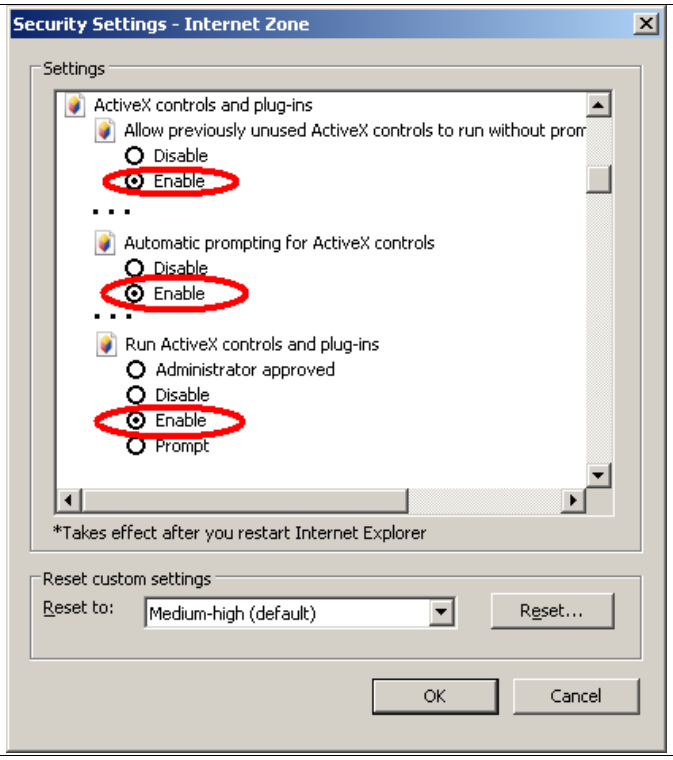
a. Open Internet Explorer.
a. Click **Tools** in the menu.
b. Click **Internet Options**.
c. Click the **Security Tab**.
d. Select the **Internet** zone and click **Custom** level.
e. Scroll down to **ActiveX controls and plug-ins** and change the settings:

Enable: Allow previously unused ActiveX controls to run without permission

Enable: automatic prompting for ActiveX controls

Enable: run ActiveX controls and plug-ins

f. Click **OK** to accept the settings.
g. Close and reopen the web site.



Try this other solution:

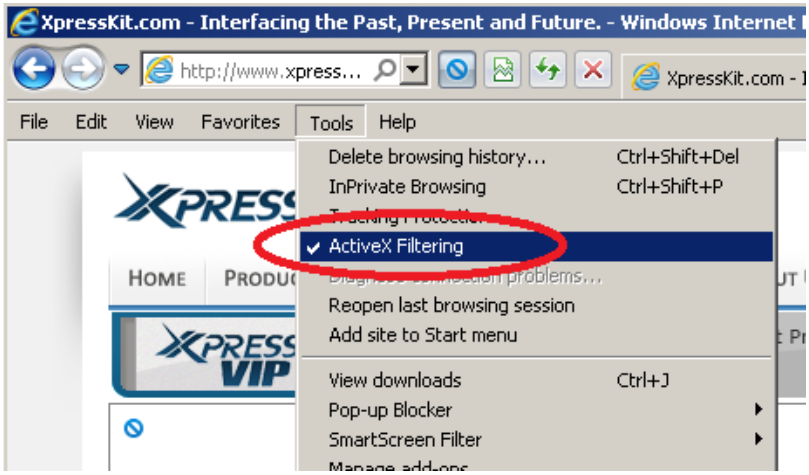
a. Open Internet Explorer.
b. Click Help..About Internet Explorer
c. If you see "64bit Edition" in the description then close Internet Explorer 64bit and open the regular Internet Explorer

Note: **XpressVIP4.3 does NOT support Internet Explorer 64 bit edition** but XpressVIP4.3 does support 64 bit operating systems

About Internet Explorer
Windows Internet Explorer 9
Version: 9.0.8112.16421 64-bit Edition
Update Versions: 9.0.3 (KB2586448)
Cipher Strength: 256-bit
Product ID: 03553-011-2475476-86746
Warning: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.
© 2011 Microsoft Corporation
OK

Problem: The www.xpresskit.com website still shows the install link even if I installed XpressVIP4.3 (continued)

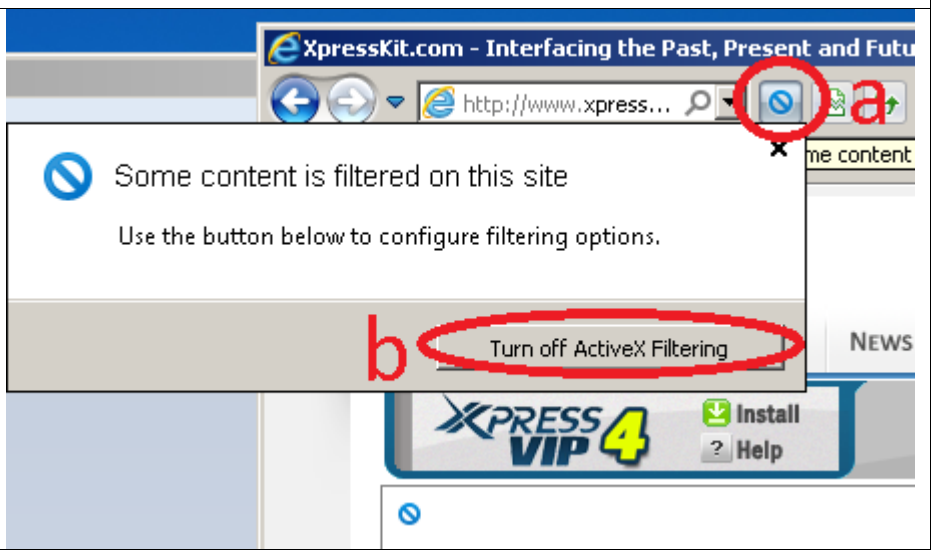
Are you seeing the ActiveX Filtering checked under Tools menu?



Try this solution:

Open Internet Explorer.

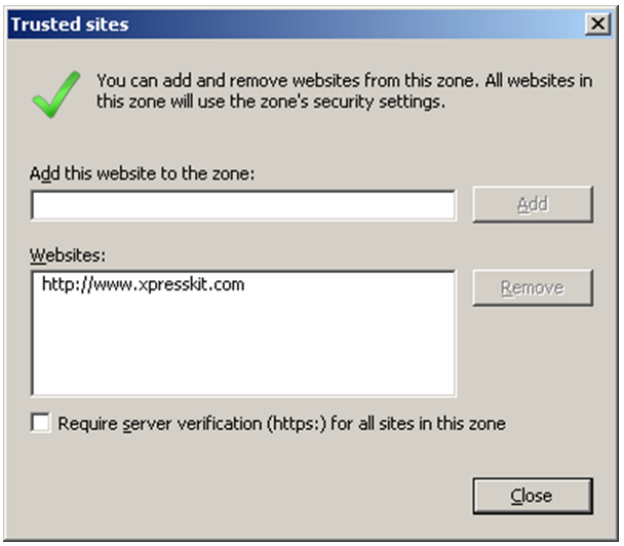
a. Click (Filter button)
b. Click "Turn off Activex Filtering"



Problem: The www.xpresskit.com website still shows the install link even after I installed XpressVIP4.3:

Try this solution:

1. Open Internet Explorer.
2. Click **Tools** in the menu.
3. Click **Internet Options**.
4. Click the **Security** tab.
5. Select **Trusted Sites**.
6. Click the **Sites** button.
7. Confirm that http://www.xpresskit.com is in the trusted web site list. If it is not in the list continue to 8
8. Uncheck "Require server verification.."
9. Type in http://www.xpresskit.com and click Add button

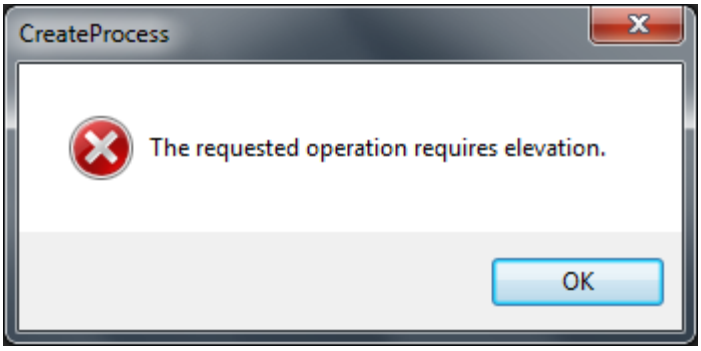

Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
Add
Websites:
http://www.xpresskit.com
Remove
Require server verification (https:) for all sites in this zone
Close

Problem: XpressVIP4.3 is showing "The requested operation requires elevation":

Try this solution:

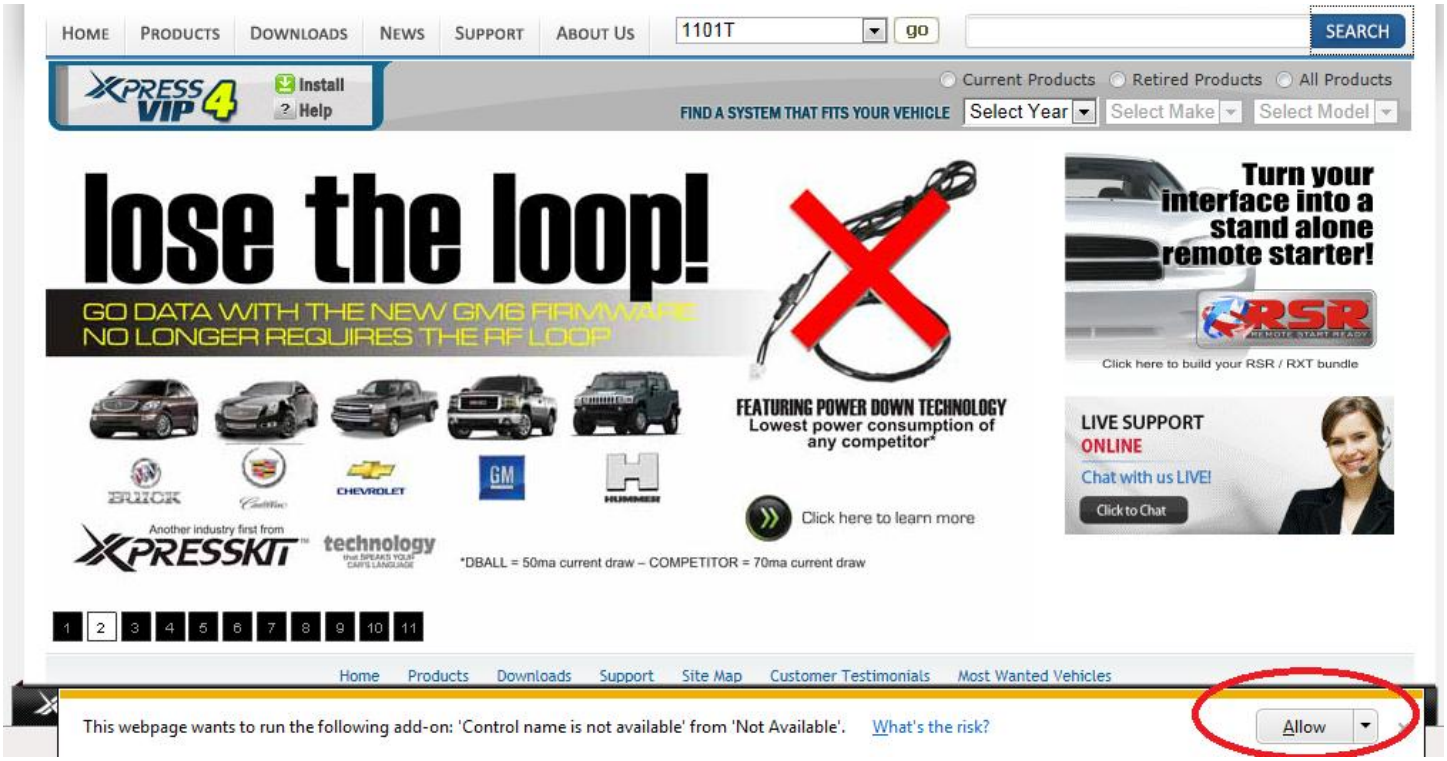
a. Click the XpressVIP4.3 installation link.
b. Click Save As
c. Save to your desktop
d. Right-click the file you saved and click "Run as administrator"

Are you seeing:



Problem: XpressVIP4.3 is installed but the installation link is still visible on the web site:

Are you seeing?



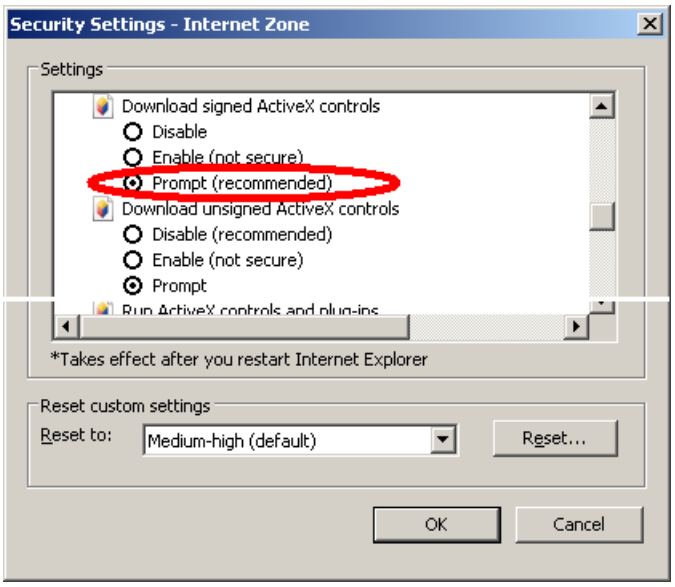
Try this solution:

Right-click the yellow bar and click **Run** or **Allow**.

Problem: XpressVIP4.3 successfully installs but it does not ask if I allow to run the add-on

Try this solution:

a. Open Internet Explorer.
b. Click **Tools** in the menu.
c. Click **Internet Options**.
d. Click the **Security Tab**.
e. Select the **Internet** zone and click **Custom** level.
f. Scroll down to ActiveX controls and plug-ins and change the settings:
g. Click **Prompt for Download signed ActiveX controls**.
h. Close window and refresh website, you should see a yellow bar asking if you allow to run the addon. Click Allow



Problem: XpressVIP4.3 starts to install but then does not show "Successfully Installed"

Try this solution:

Check or ask your System Administrator if you have access to install software. If you do not have the System Administrator install the software

Try this other solution:

i. Click the XpressVIP4.3 installation link.
j. Click Save As
k. Save to your desktop
l. Right-click the file you saved and click "Run as administrator"

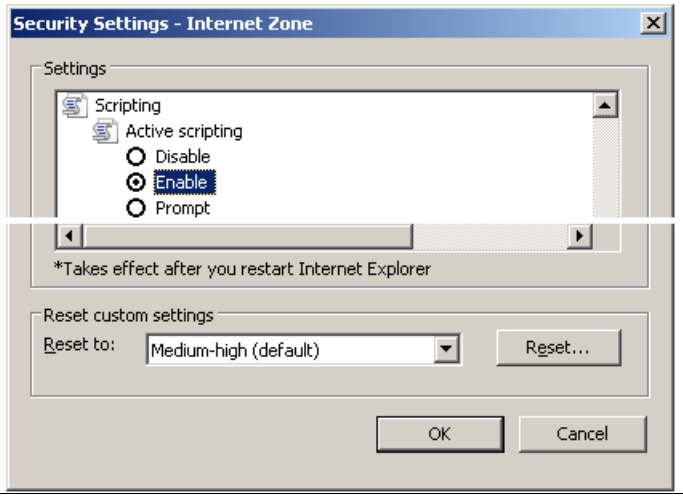
Try this other solution:

a. Click the XpressVIP4.3 installation link.
b. Click the **Save** button to save the XpressVIP4.3...exe file to your desktop.
c. Close the web site.
d. Right-click the file you saved and from the contextual menu, select **Run as Administrator**.

Problem: The search year/make/model dropdown boxes are empty (continued):

Try this solution:

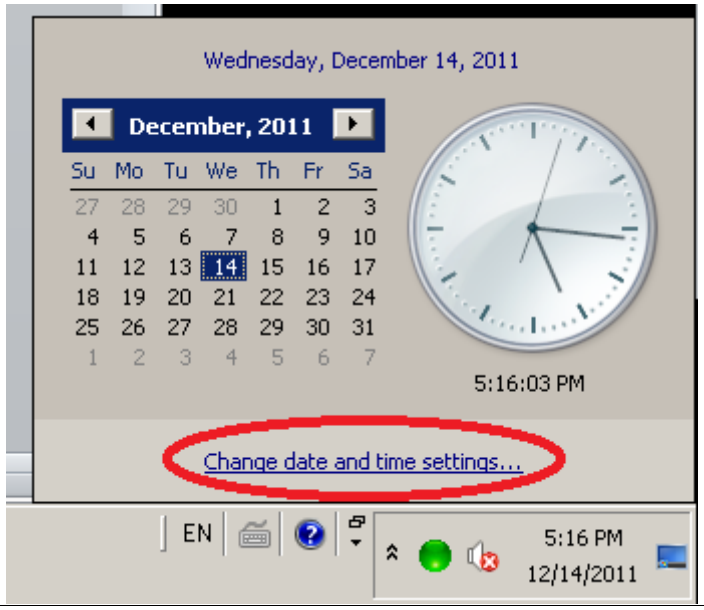
1. Open Internet Explorer.
2. Click **Tools** in the menu.
3. Click **Internet Options**.
4. Click the **Security** tab.
5. Select **Internet**.
6. Click the **Custom level** button.
7. Scroll to **Scripting/Active scripting**. If the option is disabled, **enable** it by clicking on the corresponding radio button



Problem: www.xpresskit.com keeps asking me to select country

Try this solution:

a. Verify your system date/time is correct
Note having the wrong system date can affect the cookies that the website uses and cause the country selection box to keep coming up.

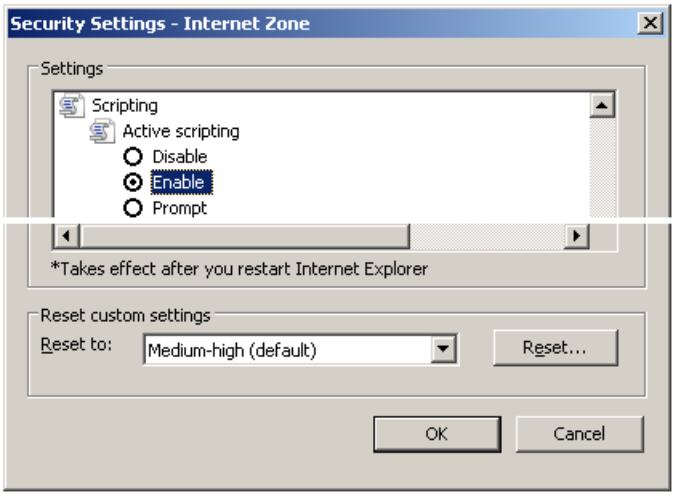


Problem: I cannot do a vehicle search because the year/make/model boxes are empty:

Try this solution:

1. Open Internet Explorer.
2. Click **Tools** in the menu.
3. Click **Internet Options**.
4. Click the **Security** tab.
5. Select **Internet** (world icon).
6. Click the **Custom Level** button.
7. Scroll to **Scripting/Active scripting**.

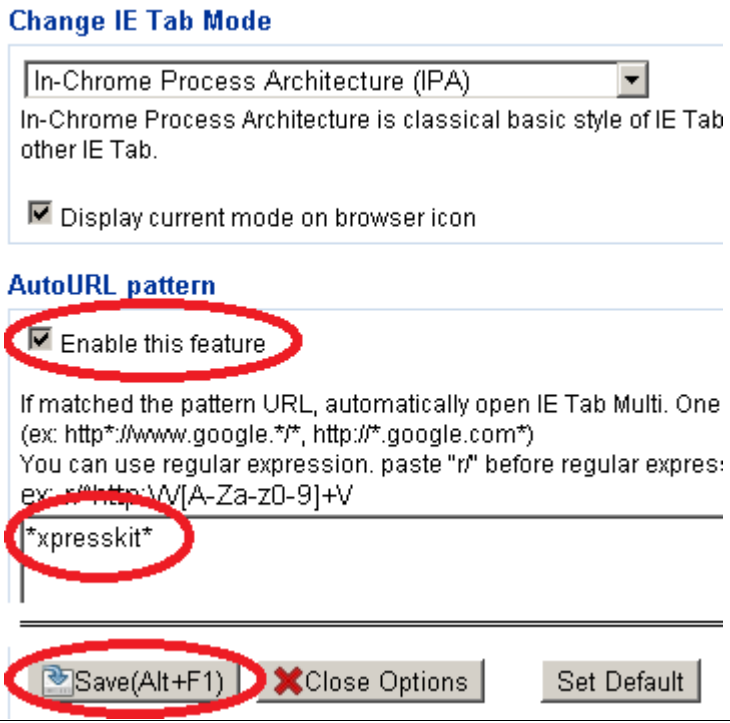
If it is disabled, enable it by clicking on the corresponding radio button



Problem: I cannot detect my module in Google Chrome:

Try this solution:

1. Open Google Chrome
2. Open https://chrome.google.com/webstore/detail/fnfnbeppfinmnjnjhedifcfllpcfgeea (or go to www.google.com and search for "IE Tab Multi") and click Add to Chrome.. Install
3. In IE Tab Multi (see right). Check Enable this Feature and type *xpresskit* and click Save(Alt+F1)
4. Open a new tab and go to http://www.xpresskit.com


Change IE Tab Mode
In-Chrome Process Architecture (IPA)
In-Chrome Process Architecture is classical basic style of IE Tab other IE Tab.
Display current mode on browser icon
AutoURL pattern
Enable this feature
If matched the pattern URL, automatically open IE Tab Multi. One
(ex: http*://www.google.*/*, http://*.google.com*)
You can use regular expression. paste "r/" before regular expres
ex: r/^http:\/\/[A-Za-z0-9]+\/
xpresskit
Save(Alt+F1)
Close Options
Set Default

Frequently Asked Questions

Question: Do I need to uninstall old versions or drivers of XpressVIP before installing XpressVIP4.3?

Answer: No

Question: Do I need XpressVIP4.3 to work with DB-ALL?

Answer: It is recommended to use XpressVIP4.3 for DB-ALL because it supports setting features and options which cannot be done with previous versions.

Question: Do I need an XKLOADER**2** to work with **DB-ALL**?

Answer: Yes

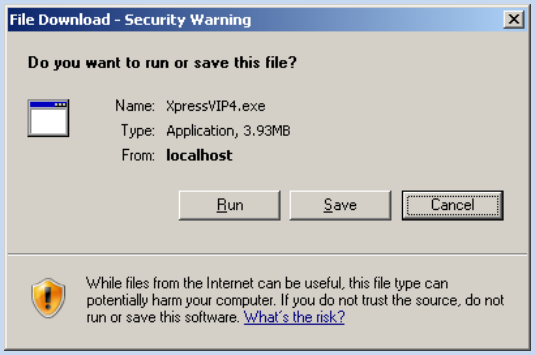
Question: Does XpressVIP4.3 support FireFox, Google Crome?

Answer: No, XpressVIP4.3 only supports Internet Explorer 6,7,8,9 (non-64bit edition).

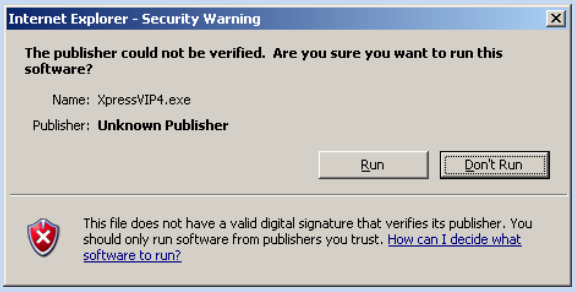
Installation Instructions

XpressVIP4 Install Instructions

STEP 1: Click Run

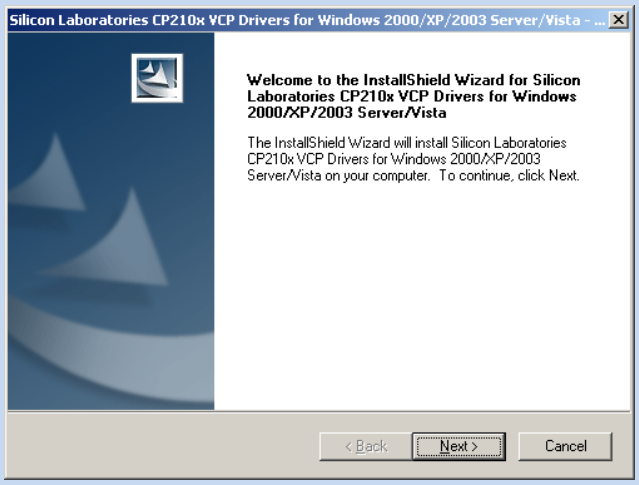

File Download - Security Warning
Do you want to run or save this file?
Name: XpressVIP4.exe
Type: Application, 3.93MB
From: localhost
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

STEP 2: Click Run


Internet Explorer - Security Warning
The publisher could not be verified. Are you sure you want to run this software?
Name: XpressVIP4.exe
Publisher: Unknown Publisher
Run
Don't Run
This file does not have a valid digital signature that verifies its publisher. You should only run software from publishers you trust. How can I decide what software to run?

If you are doing the installation for the first time you will see the windows below:

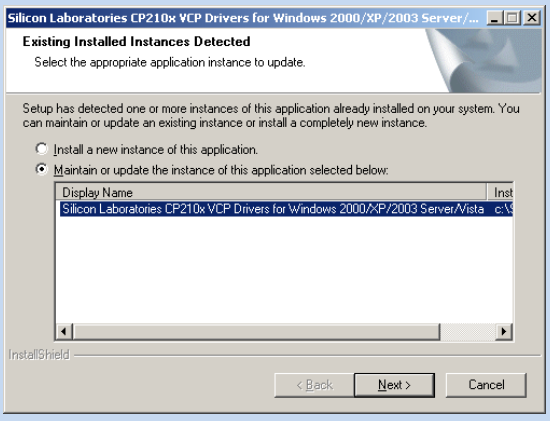
STEP 3A: Click Next


Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/Vista - ...
Welcome to the InstallShield Wizard for Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/Vista
The InstallShield Wizard will install Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/Vista on your computer. To continue, click Next.
< Back
Next >
Cancel

STEP 3B: Click I accept the terms of the licence

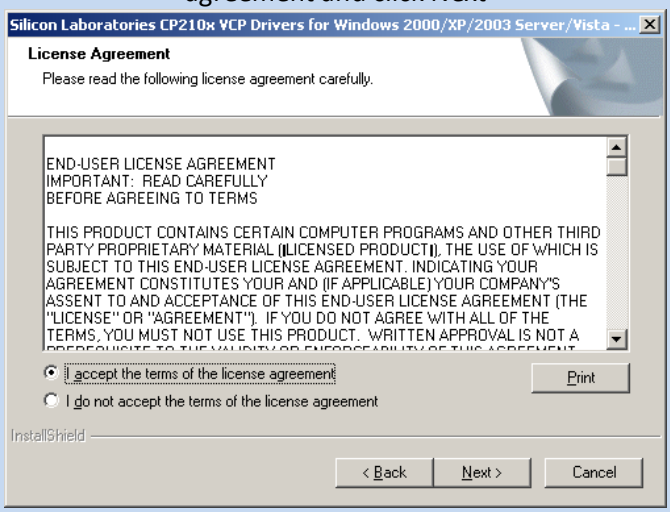
If you have previously done an XpressVIP install you will see the windows below:

STEP 3A: Click Maintain or update the instance of this application selected below
Click Next

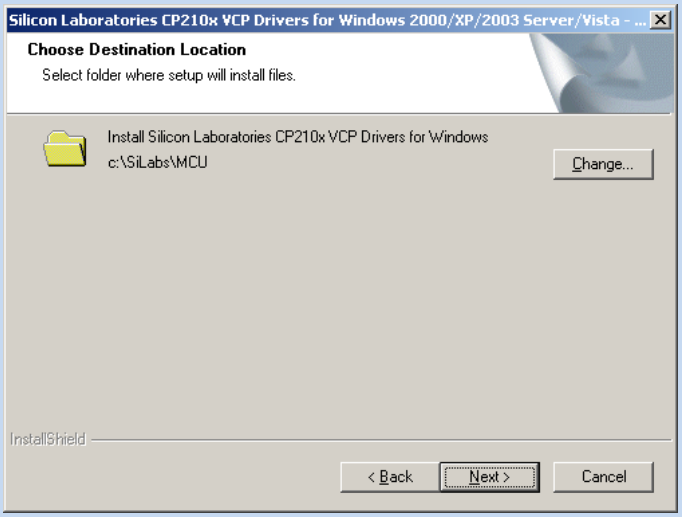

Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/...
Existing Installed Instances Detected
Select the appropriate application instance to update.
Setup has detected one or more instances of this application already installed on your system. You can maintain or update an existing instance or install a completely new instance.
Install a new instance of this application.
Maintain or update the instance of this application selected below:
Display Name
Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/Vista
InstallShield
< Back
Next >
Cancel

STEP 3B: Click Repair and Click Next

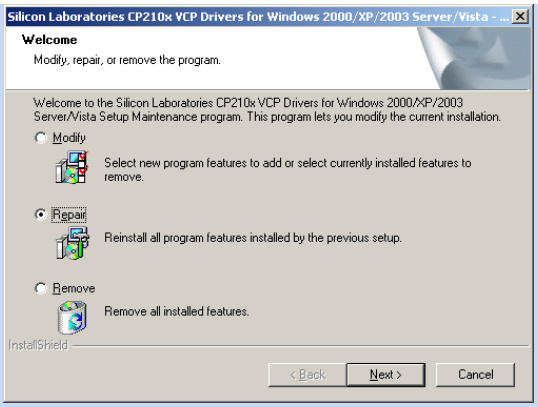
agreement and click Next


Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/Vista - ...
License Agreement
Please read the following license agreement carefully.
END-USER LICENSE AGREEMENT
IMPORTANT: READ CAREFULLY
BEFORE AGREEING TO TERMS
THIS PRODUCT CONTAINS CERTAIN COMPUTER PROGRAMS AND OTHER THIRD PARTY PROPRIETARY MATERIAL (ILICENSED PRODUCTI). THE USE OF WHICH IS SUBJECT TO THIS END-USER LICENSE AGREEMENT. INDICATING YOUR AGREEMENT CONSTITUTES YOUR AND (IF APPLICABLE) YOUR COMPANY'S ASSENT TO AND ACCEPTANCE OF THIS END-USER LICENSE AGREEMENT (THE "LICENSE" OR "AGREEMENT"). IF YOU DO NOT AGREE WITH ALL OF THE TERMS, YOU MUST NOT USE THIS PRODUCT. WRITTEN APPROVAL IS NOT A
I accept the terms of the license agreement
I do not accept the terms of the license agreement
Print
InstallShield
< Back
Next >
Cancel

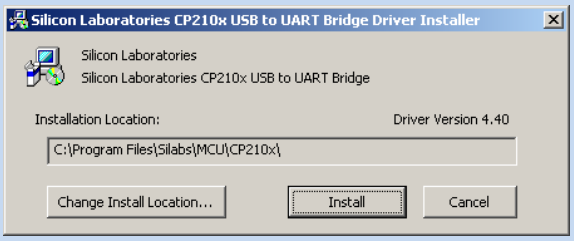
STEP 3C: Click Next


Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/Vista - ...
Choose Destination Location
Select folder where setup will install files.
Install Silicon Laboratories CP210x VCP Drivers for Windows
c:\SiLabs\MCU
Change...
InstallShield
< Back
Next >
Cancel

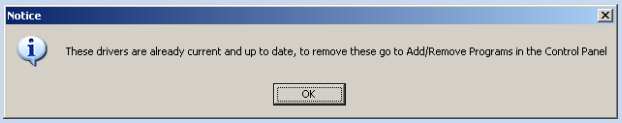
STEP 3D: Click Install


Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/Vista - ...
Welcome
Modify, repair, or remove the program.
Welcome to the Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/Vista Setup Maintenance program. This program lets you modify the current installation.
Modify
Select new program features to add or select currently installed features to remove.
Repair
Reinstall all program features installed by the previous setup.
Remove
Remove all installed features.
InstallShield
< Back
Next >
Cancel

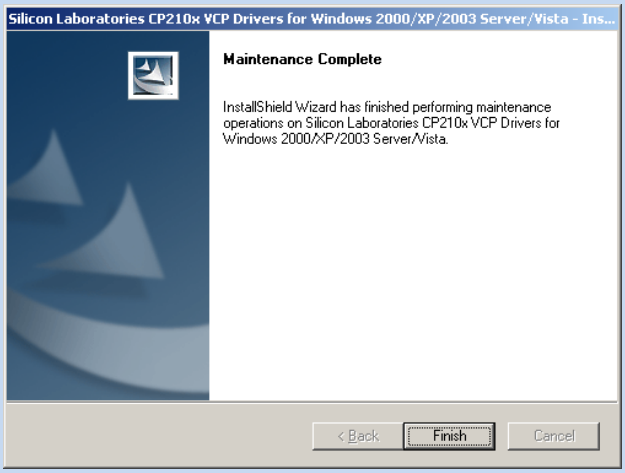
STEP 3C: Click Install



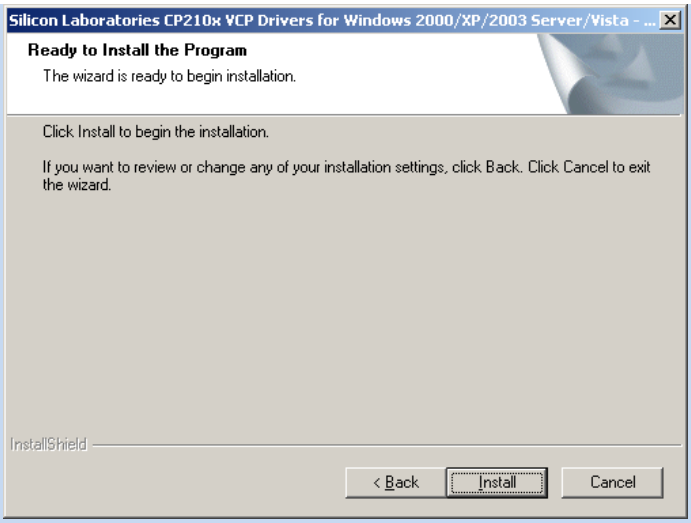
STEP 3D: Click OK



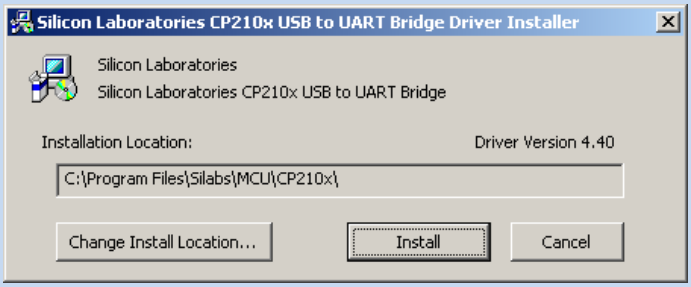
STEP 3E: Click Finish

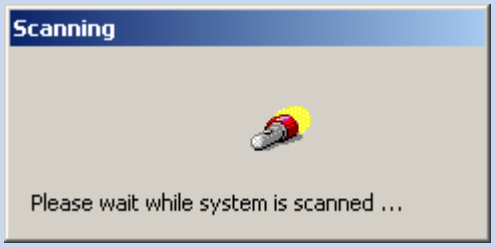

Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/Vista - Ins...
Maintenance Complete
InstallShield Wizard has finished performing maintenance operations on Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/Vista.
< Back
Finish
Cancel

(Continue to STEP 4 below)

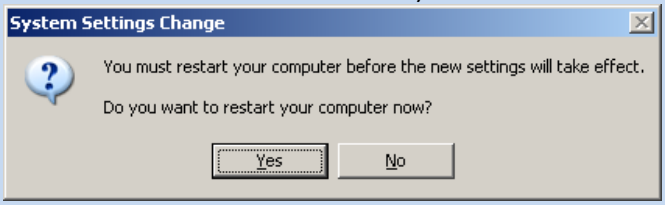

Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/Vista - ...
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

STEP 3E: Click Install

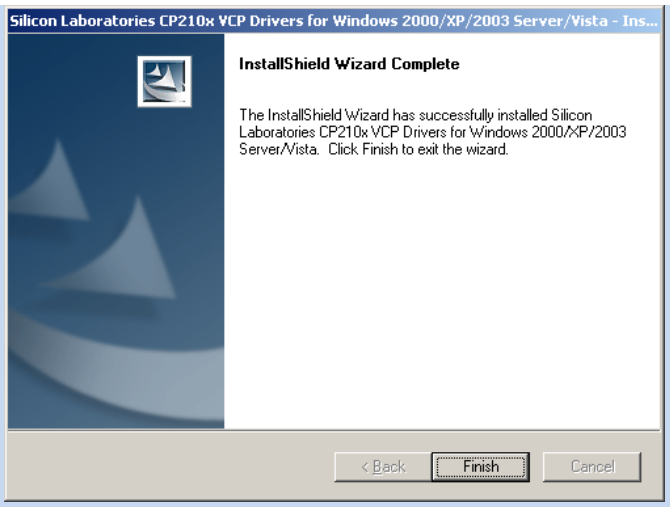




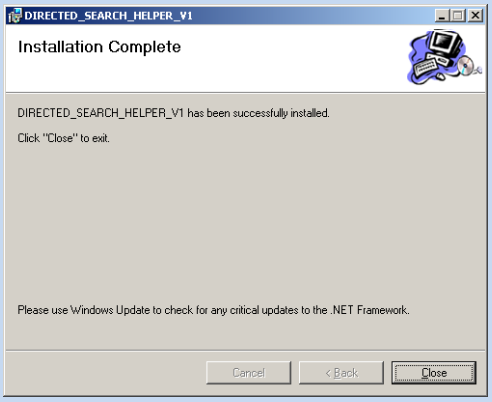
STEP 3F: Click No **(Warning if you click Yes you may lose unsaved work)**


System Settings Change
You must restart your computer before the new settings will take effect.
Do you want to restart your computer now?
Yes
No

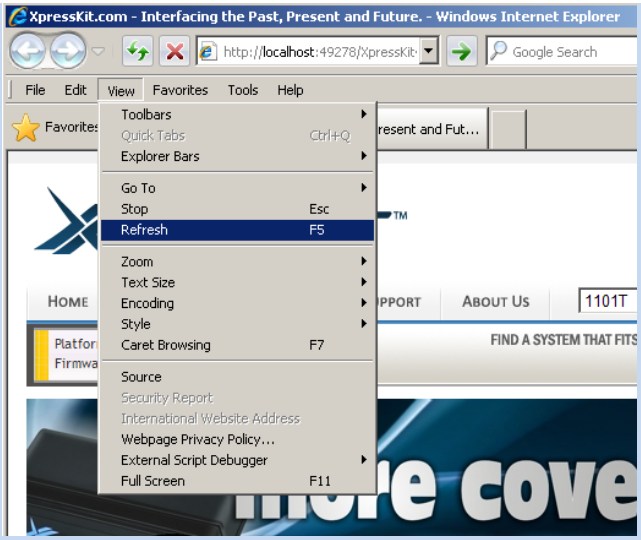
STEP 3G: Click Finish


Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/Vista - Ins...
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed Silicon Laboratories CP210x VCP Drivers for Windows 2000/XP/2003 Server/Vista. Click Finish to exit the wizard.
< Back
Finish
Cancel

STEP 4: Click Close



STEP 5: Plug in a kit
and Click View\Refresh (or F5)



Contacting our Technical and Customer Service

If you have followed the instructions described in this guide and are still having problems with the XpressVIP4.3 application, visit http://xpresskit.com/ContactUs.aspx for information on how to contact our Technical and Customer Service.

This concludes the XpressVIP4.3 Troubleshooting Guide.